



European Foundation for the Improvement of Living and Working Conditions

# **SECOND EUROPEAN QUALITY OF LIFE SURVEY**

## **FIELDWORK REPORT**

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## Fieldwork Overview

The Second European Quality of Life Survey was conducted in 31 countries. These consisted of the EU27, the three candidate and acceding countries (Turkey, Croatia and the Former Yugoslav Republic of Macedonia), and also Norway.

The target of 1000 interviews was set for most countries, though the larger countries had bigger sample size targets: 1500 interviews in Poland, Italy, France and the UK, and 2000 interviews in Turkey and Germany. The following table (Table 1) shows the target sample size and actual number of completed interviews for each country participating in the survey.

**Table 1: Completed interviews**

	Target number of interviews	Actual number of interviews
<b>EQLS 2007</b>	<b>35,000</b>	<b>35,634</b>
<b>Austria</b>	1000	1043
<b>Belgium</b>	1000	1010
<b>Bulgaria</b>	1000	1030
<b>Cyprus</b>	1000	1003
<b>Czech Republic</b>	1000	1227
<b>Germany</b>	2000	2008
<b>Denmark</b>	1000	1004
<b>Estonia</b>	1000	1023
<b>Greece</b>	1000	1000
<b>Spain</b>	1000	1015
<b>Finland</b>	1000	1002
<b>France</b>	1500	1537
<b>Croatia</b>	1000	1000
<b>Hungary</b>	1000	1000
<b>Ireland</b>	1000	1000
<b>Italy</b>	1500	1516
<b>Lithuania</b>	1000	1004
<b>Luxembourg</b>	1000	1004
<b>Latvia</b>	1000	1002
<b>Malta</b>	1000	1000
<b>Netherlands</b>	1000	1011
<b>Poland</b>	1500	1500
<b>Portugal</b>	1000	1000
<b>Romania</b>	1000	1000
<b>Sweden</b>	1000	1017
<b>Slovenia</b>	1000	1035
<b>Slovakia</b>	1000	1128
<b>Turkey</b>	2000	2000
<b>United Kingdom</b>	1500	1507

<b>Norway</b>	1000	1000
<b>Macedonia</b>	1000	1008

In comparison, the First European Quality of Life Survey, conducted in 2003, covered the EU27 and Turkey, with a sample size of 1000 in the larger countries and 600 in the smaller countries.

### **Fieldwork progress**

Fieldwork for the main stage of the survey started on 20<sup>th</sup> September 2007 and was due to finish on 20<sup>th</sup> November 2007.

Almost all countries completed the survey on schedule, with some finishing theirs a few days later, and Ireland and the Netherlands finishing fieldwork a week later.

Fieldwork in Denmark was completed on 13<sup>th</sup> December and in Luxembourg on 18<sup>th</sup> January 2008. The reasons for these delays were poor response rates which make it much more difficult to conduct Face to Face fieldwork in these countries.

Fieldwork was conducted in Macedonia in February 2008, because funding to do the survey in this country was added at a later date, and so it was not possible to conduct fieldwork there until 2008.

The fieldwork start and end dates are shown in the below table (Table 2):

**Table 2: Fieldwork dates**

	<b>Start date</b>	<b>End date</b>
<b>Austria</b>	17/09	12/11
<b>Belgium</b>	22/09	19/11
<b>Bulgaria</b>	22/09	30/11
<b>Cyprus</b>	21/09	20/11
<b>Czech Republic</b>	28/09	20/11
<b>Germany</b>	29/09	24/11
<b>Denmark</b>	08/10	13/12
<b>Estonia</b>	21/09	18/11
<b>Greece</b>	22/09	18/11
<b>Spain</b>	27/09	21/11
<b>Finland</b>	28/09	20/11
<b>France</b>	02/10	19/11
<b>Croatia</b>	25/09	17/11
<b>Hungary</b>	27/09	14/11
<b>Ireland</b>	23/09	28/11
<b>Italy</b>	10/10	19/11
<b>Lithuania</b>	30/09	15/11
<b>Luxembourg</b>	22/09	18/01/08
<b>Latvia</b>	20/09	16/11
<b>Malta</b>	20/09	16/11
<b>Netherlands</b>	28/09	27/11
<b>Poland</b>	29/09	16/11
<b>Portugal</b>	26/09	18/11
<b>Romania</b>	20/09	30/11
<b>Sweden</b>	27/09	20/11
<b>Slovenia</b>	23/09	20/11
<b>Slovakia</b>	29/09	20/11
<b>Turkey</b>	20/09	20/11
<b>United Kingdom</b>	20/09	18/11
<b>Norway</b>	01/10	30/12
<b>Macedonia</b>	05/02/08	22/02/08

The following table (Table 3) details the fieldwork progress for all countries.

	20/09 - 23/09	24/09 - 30/09	01/10 - 07/10	08/10 - 14/10	15/10 - 21/10	22/10 - 28/10	29/10 - 04/11	05/11 - 11/11	12/11 - 18/11	19/11 - 25/11
<b>EQLS 2007</b>	<b>418</b>	<b>3593</b>	<b>7290</b>	<b>11219</b>	<b>15930</b>	<b>21236</b>	<b>25411</b>	<b>29591</b>	<b>32340</b>	<b>33119</b>
<b>Austria</b>	42	190	337	489	721	888	986	1041	1043	1043
<b>Belgium</b>	19	337	477	588	693	844	897	975	1001	1010
<b>Bulgaria</b>	26	257	417	495	636	719	792	914	1025	1028
<b>Cyprus</b>	18	160	203	283	406	588	729	898	995	1003
<b>Czech Republic</b>	0	18	87	191	474	630	916	1169	1210	1227
<b>Germany</b>	0	4	204	683	954	1223	1380	1552	1845	2008
<b>Denmark</b>	0	0	0	13	35	53	81	159	275	346*
<b>Estonia</b>	27	189	318	385	448	576	697	888	1023	1023
<b>Greece</b>	13	274	490	660	827	898	921	952	1000	1000
<b>Spain</b>	0	43	256	408	510	625	698	807	955	1015
<b>Finland</b>	0	47	211	316	419	574	725	825	957	1002
<b>France</b>	0	0	105	393	720	924	1249	1458	1535	1537
<b>Croatia</b>	0	53	135	205	512	771	946	992	1000	1000
<b>Hungary</b>	0	71	193	372	458	656	709	926	1000	1000
<b>Ireland</b>	1	12	48	132	394	677	837	943	986	994*
<b>Italy</b>	0	0	0	32	352	913	1429	1474	1507	1516
<b>Lithuania</b>	0	2	234	339	432	665	745	933	1004	1004
<b>Luxembourg</b>	1	40	96	173	187	222	282	384	480	523*
<b>Latvia</b>	155	502	632	752	805	876	966	996	1002	1002
<b>Malta</b>	30	120	210	333	495	689	805	909	1000	1000
<b>Netherlands</b>	0	10	149	370	537	669	751	802	859	976*
<b>Poland</b>	0	4	125	227	285	527	810	1431	1500	1500
<b>Portugal</b>	0	79	312	562	765	826	860	962	1000	1000
<b>Romania</b>	14	159	285	477	635	800	933	997	999	999
<b>Sweden</b>	0	24	122	233	359	490	630	807	983	1017
<b>Slovenia</b>	1	208	253	289	314	456	551	737	984	1035
<b>Slovakia</b>	0	16	92	243	487	598	810	1019	1122	1128
<b>Turkey</b>	22	662	1092	1183	1368	1620	1672	1744	1960	2000
<b>United Kingdom</b>	49	112	140	265	514	984	1259	1414	1507	1507
<b>Norway</b>	0	0	67	128	188	255	345	483	583	676*

\*DK finished fieldwork (1004 interviews) on 13/12/07

\*IE finished fieldwork (1000 interviews) on 28/11/07

\*LU finished fieldwork (1004 interviews) on 18/01/08

\*NL finished fieldwork (1011 interviews) on 27/11/07

\*NW finished fieldwork (1000 interviews) on 05/12/07

\*MK conducted fieldwork from 05/02/2008 to 22/02/2008

## Pilot Survey

The pilot survey was conducted from 7th to 15th July in the United Kingdom and the Netherlands, with 100 Face to Face interviews in each country. This method of testing the questionnaire enables TNS to look at the questionnaire in detail, highlighting the following issues:

- Understanding of the questions
- Logic of sequences in the questionnaire
- Identification of critical sequences in the questionnaire
- Reliability concerning the given answers
- Adjustment of the length of the questionnaire

The UK National Centre for Social Research (NatCen) subsequently analysed the results from the pilot survey to detect any problematic items, especially resulting in item non-response. NatCen also looked into whether item non-response is higher among some subgroups of the population than it is among others. The feedback from the Pilot Survey was mainly related to suggested changes to the questionnaire, where respondents or interviewers had struggled with the wording of certain questions. The Pilot Survey also raised the issue of boosting respondent interest and response rates in the survey, by suggesting changes to the introductory letter and the way that the interviewers presented the survey topic to potential respondents.

## Pre-test Survey

There was a pre-test conducted in 30 countries (all except Macedonia) participating in the survey. The pre-test consisted of 25 interviews per country, conducted from 20th to 27th August. This pre-test gave the countries an opportunity to look into the following fieldwork issues:

- Detect any sampling problems
- Test the translation of the questionnaire
- Test the routing and interviewer instructions
- Test the use of ISCED (Educational classification codes)
- Test the methodology of contacting respondents and general survey administration
- Work with the fieldwork materials (showcards, contact sheet, introductory letter).

The national institutes provided feedback from this pre-test by attending a seminar in Brussels on 30th August, which was also attended by TNS opinion, the European Foundation and National Centre for Social Research. This seminar resulted in some changes, in particular the protocol questions at the end of the questionnaire and changing the format of the Contact Sheet, because the national institutes had found these two sections of the survey to be confusing for interviewers.



## Interviewer Briefing

National fieldwork institutes and their interviewers were given detailed instructions by TNS opinion in order to help them implement the questionnaire in the correct way. These instructions contained the following information about the survey:

- Aims of the survey
- General topics covered in the survey
- Target population (who is eligible to be interviewed)
- Sampling methodology to be used
- Information about use of the introductory letter and leaflet from the European Foundation
- Useful hints on how to introduce the survey to potential respondents
- Instructions on how to use the Contact Sheet
- Instructions on how to ask certain questions

All countries conducted in-depth briefings with their interviewers. Most countries arranged face-to-face briefings with the interviewers working on the survey, where the interviewers would have a chance to do some practice interviews with their colleagues in order to help them become accustomed with the fieldwork questionnaire. In a few countries, this was not possible due to travelling implications, and so these interviewers were briefed over the phone. Table 10 in Annex 1 of this document summarises the interviewer briefing methods used in each of the countries surveyed.

## Field Force

All the countries involved in the survey had considerable experience of large-scale quantitative face-to-face surveys. All national fieldwork institutes participating in the European Quality of Life Survey had worked with TNS opinion previously on the Eurobarometer survey.

The size of the field forces (i.e. number of interviewers) differed by country, as shown in the below table (Table 4).

**Table 4: Field force**

	No. interviewers	min. ints/ interviewer	max ints/ interviewer	Av ints/ interviewer
<b>EQLS average</b>	<b>101</b>	<b>1.93</b>	<b>58.5</b>	<b>15.5</b>
<b>Austria</b>	81	1	30	12,9
<b>Belgium</b>	83	2	60	12,2
<b>Bulgaria</b>	73	4	63	14,1
<b>Cyprus</b>	21	4	146	47,8
<b>Czech Republic</b>	241	1	30	5,1
<b>Germany</b>	213	1	69	9,4
<b>Denmark</b>	84	1	61	3,7
<b>Estonia</b>	65	1	40	15,7
<b>Greece</b>	52	6	50	19,2
<b>Spain</b>	62	1	67	16,4
<b>Finland</b>	35	6	60	28,6
<b>France</b>	201	1	30	7,6
<b>Croatia</b>	82	3	58	12,2
<b>Hungary</b>	93	2	25	10,8
<b>Ireland</b>	59	1	72	16,9
<b>Italy</b>	150	1	27	10,1
<b>Lithuania</b>	93	3	22	10,8
<b>Luxembourg</b>	67	1	133	15,0
<b>Latvia</b>	66	2	60	15,2
<b>Malta</b>	33	1	70	30,3
<b>Netherlands</b>	227	1	25	4,5
<b>Poland</b>	142	1	38	10,6
<b>Portugal</b>	50	2	77	20,0
<b>Romania</b>	104	1	27	9,6
<b>Sweden</b>	77	1	41	13,2
<b>Slovenia</b>	47	1	77	22,0
<b>Slovakia</b>	93	1	24	12,1
<b>Turkey</b>	89	4	141	22,5
<b>United Kingdom</b>	143	1	33	10,5
<b>Norway</b>	38	2	100	26,4
<b>Macedonia</b>	89	5	24	11,3

The countries that had the smallest numbers of interviewers (and hence the largest number of average interviews per interviewer) tended to be the smaller countries. For the European Quality of Life Survey, Cyprus and Malta had the largest number of interviews per interviewer because these are small islands with a limited number of interviewers to choose from.

Looking at the overall average for the survey, including all countries together, there were approximately 15 interviews per interviewer on average.

## Interview methodology

All interviews were conducted face-to-face. Of the 31 countries participating in this survey, 19 used Computer Assisted Personal Interviewing (CAPI) and 12 used Pen and Paper (PAPI). CAPI was used where possible – all countries using CAPI for the European Quality of Life Survey already have several years' experience of using this interviewing method, most notably with the several waves of the Eurobarometer survey.

**Table 5: Interviewing method**

	Interviewing method
<b>Austria</b>	CAPI
<b>Belgium</b>	CAPI
<b>Bulgaria</b>	PAPI
<b>Cyprus</b>	PAPI
<b>Czech Republic</b>	CAPI
<b>Germany</b>	CAPI
<b>Denmark</b>	CAPI
<b>Estonia</b>	CAPI
<b>Greece</b>	PAPI
<b>Spain</b>	CAPI
<b>Finland</b>	CAPI
<b>France</b>	CAPI
<b>Croatia</b>	PAPI
<b>Hungary</b>	CAPI
<b>Ireland</b>	PAPI
<b>Italy</b>	CAPI
<b>Lithuania</b>	CAPI
<b>Luxembourg</b>	PAPI
<b>Latvia</b>	CAPI
<b>Malta</b>	PAPI
<b>Netherlands</b>	CAPI*
<b>Poland</b>	CAPI
<b>Portugal</b>	CAPI
<b>Romania</b>	PAPI
<b>Sweden</b>	PAPI*
<b>Slovenia</b>	CAPI
<b>Slovakia</b>	CAPI
<b>Turkey</b>	PAPI
<b>United Kingdom</b>	CAPI
<b>Norway</b>	PAPI*
<b>Macedonia</b>	PAPI

\* In these countries telephone pre-recruitment was used

## Interview Backchecking

It was requested by the European Foundation that national institutes conduct backchecks on 20% of the interviews that they conducted on the European Quality of Life Survey.

The backchecks consisted of checks on completed interviews to ensure that interviewers are doing their work correctly. Backchecking involves asking respondents questions from the survey and then seeing if these answers are consistent with the answers coded by the interviewer. Also, backchecks test that the correct respondent selection method was used, by asking the “Birthday Rule” question to the household and then checking this against the respondent selection obtained by the interviewer.

Backchecking took place throughout the fieldwork period – generally an interview can be backchecked around a week after the initial interview took place. The methods used varied a little by country, with two main methods of backchecking. The first method, used by the majority countries, was to backcheck 20% of all the interviews. The second backchecking method, used in Turkey and France, was for all the interviews conducted by 20% of the interviewers involved in this survey to be checked - then the interviewers checked will vary by survey. Both methods use random checking methods, so that interviewers will not know whether or not their work will be backchecked. This fits into the system of continuous quality checking of interviewers in all countries, where their work is assessed continuously throughout the year.

The following table details the backchecks conducted in each country:

**Table 6: Interview Backchecking**

	No. ints	No. backchecks done	% of interviews backchecked	Inconsistencies found
<b>Austria</b>	1043	200	19,2	0
<b>Belgium</b>	1010	180	17,8	12
<b>Bulgaria</b>	1030	238	23,1	23
<b>Cyprus</b>	1003	216	21,5	4
<b>Czech Republic</b>	1227	1227	100,0	3
<b>Germany</b>	2008	394	19,6	12
<b>Denmark</b>	1004	203	20,2	25
<b>Estonia</b>	1023	151	14,8	23
<b>Greece</b>	1000	422	42,2	55
<b>Spain</b>	1015	302	29,8	38
<b>Finland</b>	1002	190	19,0	1

<b>France</b>	1537	350	22,8	49
<b>Croatia</b>	1000	344	34,4	10
<b>Hungary</b>	1000	201	20,1	17
<b>Ireland</b>	1000	143	14,3	39
<b>Italy</b>	1516	306	20,2	0
<b>Lithuania</b>	1004	208	20,7	10
<b>Luxembourg</b>	1004	150	15,0	6
<b>Latvia</b>	1002	218	21,8	5
<b>Malta</b>	1000	199	19,9	0
<b>Netherlands</b>	1011	208	20,6	4
<b>Poland</b>	1500	302	20,1	91
<b>Portugal</b>	1000	434	43,4	171
<b>Romania</b>	1000	190	19,0	0
<b>Sweden</b>	1017	219	21,5	0
<b>Slovenia</b>	1035	210	20,3	24
<b>Slovakia</b>	1128	1128	100,0	1
<b>Turkey</b>	2000	1354	67,7	143
<b>United Kingdom</b>	1507	314	20,8	35
<b>Norway</b>	1000	248	24,8	17
<b>Macedonia</b>	1008	275	27,3	0

The table shows that most countries backchecked approximately 20% of their interviews. Some countries backchecked a greater proportion of their interviews; for example, the Czech Republic and Slovakia backchecked all their interviews. The reason for this is that these countries already backcheck all their interviews as a standard practice.

The “inconsistencies found” column of the backchecking document was composed of a variety of reasons. The most common examples of “inconsistencies found”, and a brief explanation of how they were generally solved, are listed below:

*Short interviews* – Interviews that were generally less than 15 minutes, where it appears unlikely that an in-depth interview could be completed in such a short space of time. Interviews were accepted if their length had been verified by the respondent, though interviewers who had low average interview lengths were reprimanded and had their shortest interviews deleted.

*Interviewers not fully following the random route procedure and birthday rule* – these were cases where it was felt that the interviewer had not followed the correct route to select households to interview, or where it was felt that they had not followed the correct birthday rule (i.e. they had not chosen to interview the person whose birthday was next). In these cases, interviews were generally deleted as it was felt that the wrong respondent had been selected to take part in the interview.

Also, interviewers regularly making this error were either reprimanded or re-trained to ensure that such errors did not re-occur in future.

*A respondent giving different answers on backchecking compared to when they were asked these questions in the survey* – generally, there were only one or two differences between their backchecking answers and their survey answers. Therefore, their data was changed according to their backchecking answers.

Solutions to these inconsistencies varied by country: examples of solutions included giving interviewers warnings, deleting interviews, re-training interviewers and correcting questionnaire data. A summary of the countries that had the largest number of inconsistencies found are given below:

- **Portugal:** Almost all inconsistencies related to interviewers using the wrong respondent selection methods. These interviews were all deleted and all the interviews and contact sheets submitted by that interviewer were then disregarded.
- **Turkey:** Inconsistencies usually related to the interviewer using an incorrect birthday rule selection method, or the callback being unsuccessful because there was no answer to the telephone call. These interviews were generally deleted and all the interviews and contact sheets submitted by that interviewer were then disregarded.
- **Poland:** For the interviews where show cards were incorrectly used, the interviewer was reprimanded. For the interviews that used the wrong selection method, these were cancelled, with the interviewer being reprimanded.

## Interview times and Interview duration

### Times of interviews

Interviewers were given general instructions that they should try to contact households at different times of day in order to increase the likelihood of there being someone to interview in the household. The general rule was that, if they visit a house four times, then at least one visit should be in the evening and at least one visit should be at the weekend, in order to increase the likelihood of interviewing people who are normally at work during the week. Of course, in some countries this was more difficult to implement than in others. For example, the sparse rural population in some districts made it difficult for interviewers to return there regularly at different times of day due to travel limitations.

Of the total number of interviews (35,634 interviews) completed, 73% of them (26172 interviews) were conducted on weekdays and 27% (9,462 interviews) were conducted at the weekend.

Table 7 shows that, of the interviews that took place on weekdays, 21% were conducted before 1pm, 39% between 1pm and 4.59pm, 35% between 5pm and 7.59pm and 5% took place after 8pm.

**Table 7: Weekday: Time of beginning of interview (hour)**

	No. interviews	<8 h	8 - 12 h	13 - 16 h	17 - 19 h	20 - 22 h	+ 23 h
<b>EQLS 2007</b>	<b>26172</b>	<b>0,1</b>	<b>21,3</b>	<b>38,7</b>	<b>35,4</b>	<b>4,5</b>	<b>0,0</b>
<b>Austria</b>	823	0,4	31,8	41,3	23,2	3,3	
<b>Belgium</b>	872		23,2	43,8	29,9	3,1	
<b>Bulgaria</b>	608		39,1	30,8	28,9	1,2	
<b>Cyprus</b>	720		6,4	21,1	66,7	5,8	
<b>Czech Republic</b>	841	0,7	25,6	39,0	32,2	2,5	
<b>Germany</b>	1547	0,1	21,7	42,7	33,9	1,6	
<b>Denmark</b>	757	0,3	19,6	51,9	26,6	1,7	
<b>Estonia</b>	666		5,6	24,0	62,0	8,4	
<b>Greece</b>	575		19,8	7,8	59,7	12,7	
<b>Spain</b>	833		23,5	36,7	33,9	5,9	
<b>Finland</b>	754		21,2	44,8	33,0	0,9	
<b>France</b>	1235		14,1	31,4	53,8	0,6	
<b>Croatia</b>	563		13,5	38,0	46,2	2,3	
<b>Hungary</b>	712		20,1	46,2	32,2	1,5	
<b>Ireland</b>	810		23,5	48,5	24,4	3,6	
<b>Italy</b>	1211	0,3	25,7	36,3	28,6	9,1	
<b>Lithuania</b>	575	0,2	11,8	28,3	51,7	8,0	



<b>Luxembourg</b>	891		20,9	42,9	31,5	4,7	
<b>Latvia</b>	505	0,2	6,1	19,6	63,4	10,7	
<b>Malta</b>	912		21,9	25,1	51,6	1,3	
<b>Netherlands</b>	972	0,1	32,8	33,0	21,8	12,1	0,1
<b>Poland</b>	1000		15,8	48,4	32,4	3,4	
<b>Portugal</b>	678		21,1	35,3	29,5	14,2	
<b>Romania</b>	695	0,1	27,5	42,3	27,9	2,2	
<b>Sweden</b>	954	0,3	30,6	38,7	27,9	2,5	
<b>Slovenia</b>	767		24,0	45,5	27,9	2,6	
<b>Slovakia</b>	744	0,3	22,8	30,6	37,5	8,7	
<b>Turkey</b>	1470		31,4	45,4	19,7	3,4	
<b>United Kingdom</b>	1031		5,1	57,8	36,3	0,8	
<b>Norway</b>	798	0,5	14,4	35,5	41,6	8,0	
<b>Macedonia</b>	653	0,2	22,5	55,6	19,9	1,8	

The summary of interviews done at the weekend is shown below in Table 8. At the weekend, 29% of interviews were conducted before 1pm, 46% between 1pm and 4.59pm, 22% between 5pm and 7.59pm and 2% of interviews took place after 8pm.

**Table 8: Weekend: Time of beginning of interview (hour)**

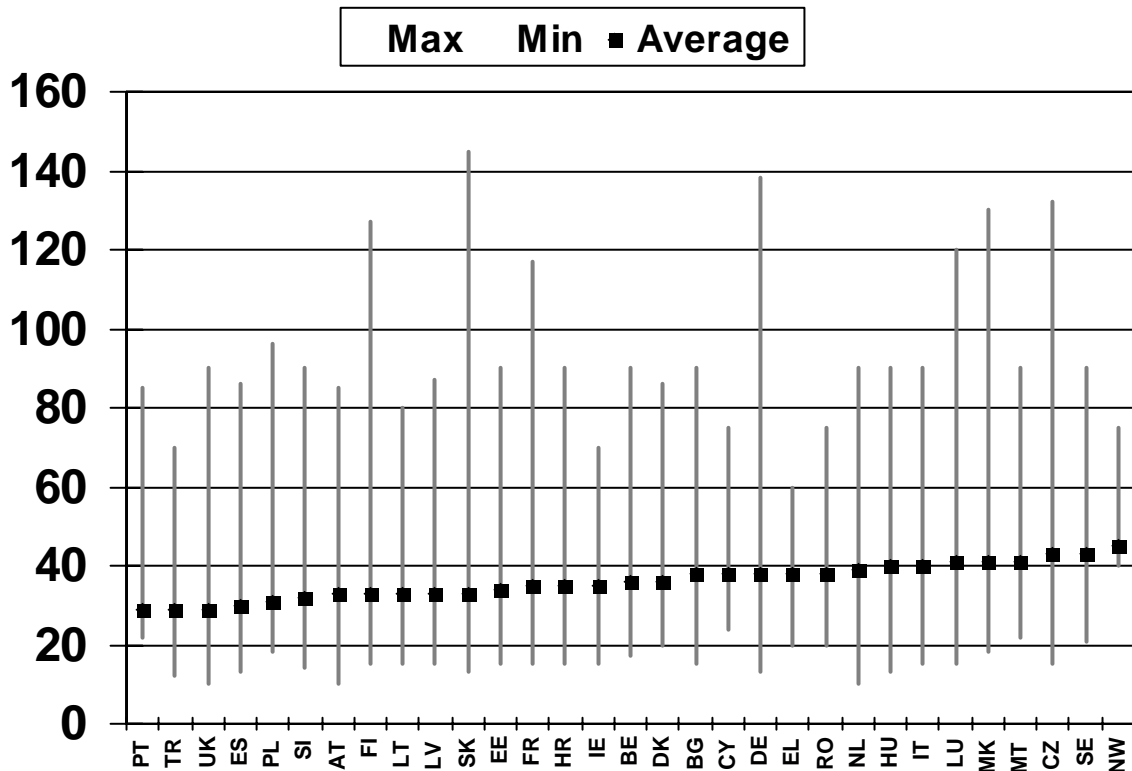
	No. interviews	<8 h	8 - 12 h	13 - 16 h	17 - 19 h	20 - 22 h	+ 23 h
<b>EQLS 2007</b>	<b>9462</b>	<b>0,0</b>	<b>29,2</b>	<b>46,0</b>	<b>22,3</b>	<b>2,4</b>	
<b>Austria</b>	220		28,6	41,4	25,0	5,0	
<b>Belgium</b>	138		44,9	39,9	15,2	0,0	
<b>Bulgaria</b>	422		43,4	40,0	16,6	0,0	
<b>Cyprus</b>	283		17,7	31,8	47,0	3,5	
<b>Czech Republic</b>	386	0,8	26,2	44,0	25,6	3,4	
<b>Germany</b>	461	0,2	33,2	44,7	20,0	2,0	
<b>Denmark</b>	247		38,1	49,8	11,7	0,4	
<b>Estonia</b>	357		20,7	59,7	19,0	0,6	
<b>Greece</b>	425		45,4	15,5	33,2	5,9	
<b>Spain</b>	182		22,5	33,5	31,9	12,1	
<b>Finland</b>	248		17,7	65,7	16,5	0,0	
<b>France</b>	302		39,1	43,7	17,2	0,0	
<b>Croatia</b>	437		29,3	48,3	22,0	0,5	
<b>Hungary</b>	288		31,6	49,3	17,7	1,4	
<b>Ireland</b>	190		13,2	57,4	26,3	3,2	
<b>Italy</b>	305		29,2	39,3	25,6	5,9	
<b>Lithuania</b>	429		19,8	52,0	26,6	1,6	
<b>Luxembourg</b>	113		27,4	46,9	21,2	4,4	
<b>Latvia</b>	497		19,5	50,3	27,2	3,0	
<b>Malta</b>	88		70,5	18,2	10,2	1,1	
<b>Netherlands</b>	39		35,9	41,0	17,9	5,1	

<b>Poland</b>	500		28,0	51,6	18,8	1,6	
<b>Portugal</b>	322		23,6	38,5	30,4	7,5	
<b>Romania</b>	305		39,0	40,7	18,7	1,6	
<b>Sweden</b>	63		44,4	46,0	9,5	0,0	
<b>Slovenia</b>	268		28,0	44,8	26,9	0,4	
<b>Slovakia</b>	384		13,0	50,5	31,8	4,7	
<b>Turkey</b>	530		28,7	46,2	22,6	2,5	
<b>United Kingdom</b>	476		37,8	55,5	6,7	0,0	
<b>Norway</b>	202		18,8	56,9	20,8	3,5	
<b>Macedonia</b>	355		30,7	55,8	13,5	0,0	

## Interview Duration

The average length of interviews in the survey was 36.1 minutes. Average interview duration varied by country, from 29 minutes in the UK, Portugal and Turkey to 45 minutes in Norway. The below chart (Chart 1) shows the variation in average interview length, and it also shows the range within from the maximum interview length to the minimum interview length in each country.

**Chart 1: Interview duration**



Interview lengths varied by country because some countries used CAPI (Computer Assisted Personal Interview), whilst others use PAPI (Pen and Paper). CAPI is generally the quicker of the two methods. Another reason for interview duration variation is the cultural differences, as some of the concepts in the survey questions will be easier quicker to explain in some countries than in others.

Table 9 provides a more detailed analysis of interview duration by country

**Table 9: Interview duration**

	Interview duration			Duration categories				
	average	MIN	MAX	<15	15-29	30-44	45-59	60<
Austria	33	10	85	6,0	33,6	48,4	9,0	3,0
Belgium	36	17	90	-	28,8	52,5	13,3	5,4
Bulgaria	38	15	90	-	20,8	48,3	20,7	10,2
Cyprus	38	24	75	-	4,9	78,8	13,3	3,1
Czech Republic	43	15	132	-	13,9	50,1	22,7	13,2
Germany	38	13	138	-	35,4	39,0	17,2	8,3
Denmark	36	20	86	-	31,6	48,8	16,2	3,4
Estonia	34	15	90	-	40,3	42,5	13,5	3,7
Greece	38	20	60	-	5,1	75,2	19,3	0,4
Spain	30	13	86	1,9	47,9	43,9	5,3	1,0
Finland	33	15	127	-	48,3	39,0	8,7	4,0
France	35	15	117	-	27,3	58,4	11,0	3,3
Croatia	35	15	90	-	13,6	74,2	11,3	0,9
Hungary	40	13	90	0,4	16,5	56,6	19,8	6,7
Ireland	35	15	70	-	18,3	66,2	11,9	3,6
Italy	40	15	90	-	8,2	58,9	26,8	6,1
Lithuania	33	15	80	-	21,9	68,9	8,3	0,9
Luxembourg	41	15	120	-	7,4	55,4	25,5	11,8
Latvia	33	15	87	-	41,7	46,4	9,4	2,5
Malta	41	22	90	-	9,0	56,8	29,5	4,7
Netherlands	39	10	90	0,3	20,7	50,2	21,4	7,4
Poland	31	18	96	-	54,4	34,5	8,1	3,0
Portugal	29	22	85	-	73,8	21,5	2,8	1,9
Romania	38	20	75	-	12,5	60,8	17,7	9,0
Sweden	43	21	90	-	4,3	49,2	37,4	9,1
Slovenia	32	14	90	0,2	48,3	38,5	9,7	3,4
Slovakia	33	13	145	2,4	39,8	45,1	10,3	2,4
Turkey	29	12	70	0,1	48,1	46,8	4,6	0,6
United Kingdom	29	10	90	2,2	60,5	29,9	5,4	2,1
Norway	45	40	75	-	-	60,2	31,0	8,8
Macedonia	41	18	130	-	10,0	59,0	24,5	6,4

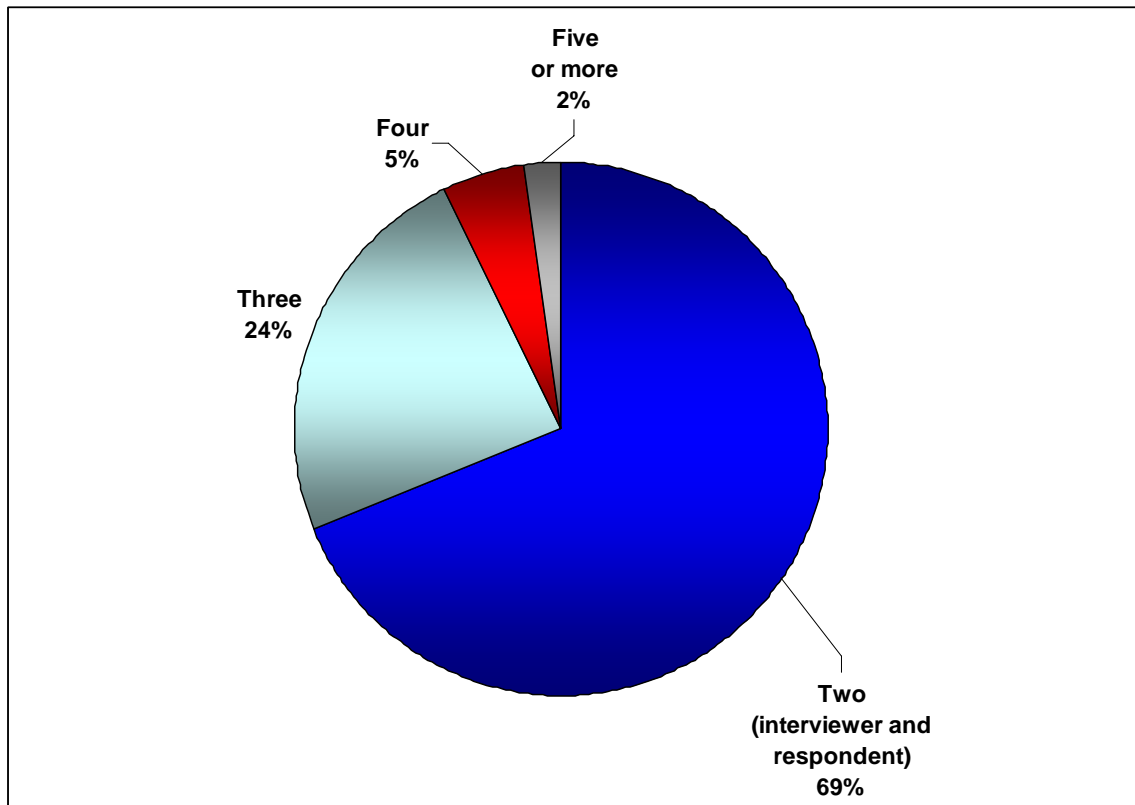
## Cooperation with the respondent

At the end of the questionnaire, the interviewer filled in protocol questions, which included detailing the number of people involved in the interview, and assessing how successful they had perceived the interview to have been.

### Number of persons present during the interview

When looking at the total number of interviews in all countries, 69% of interviews took place with just the interviewer and respondent present. 24% of interviews had three people present, 5% had four present and 2% of interviews had five or more people present. This is summarized in the below chart (Chart 2), and a more detailed listing of number of persons present by country is shown in Annex at the end of this document.

**Chart 2: Number of persons present**

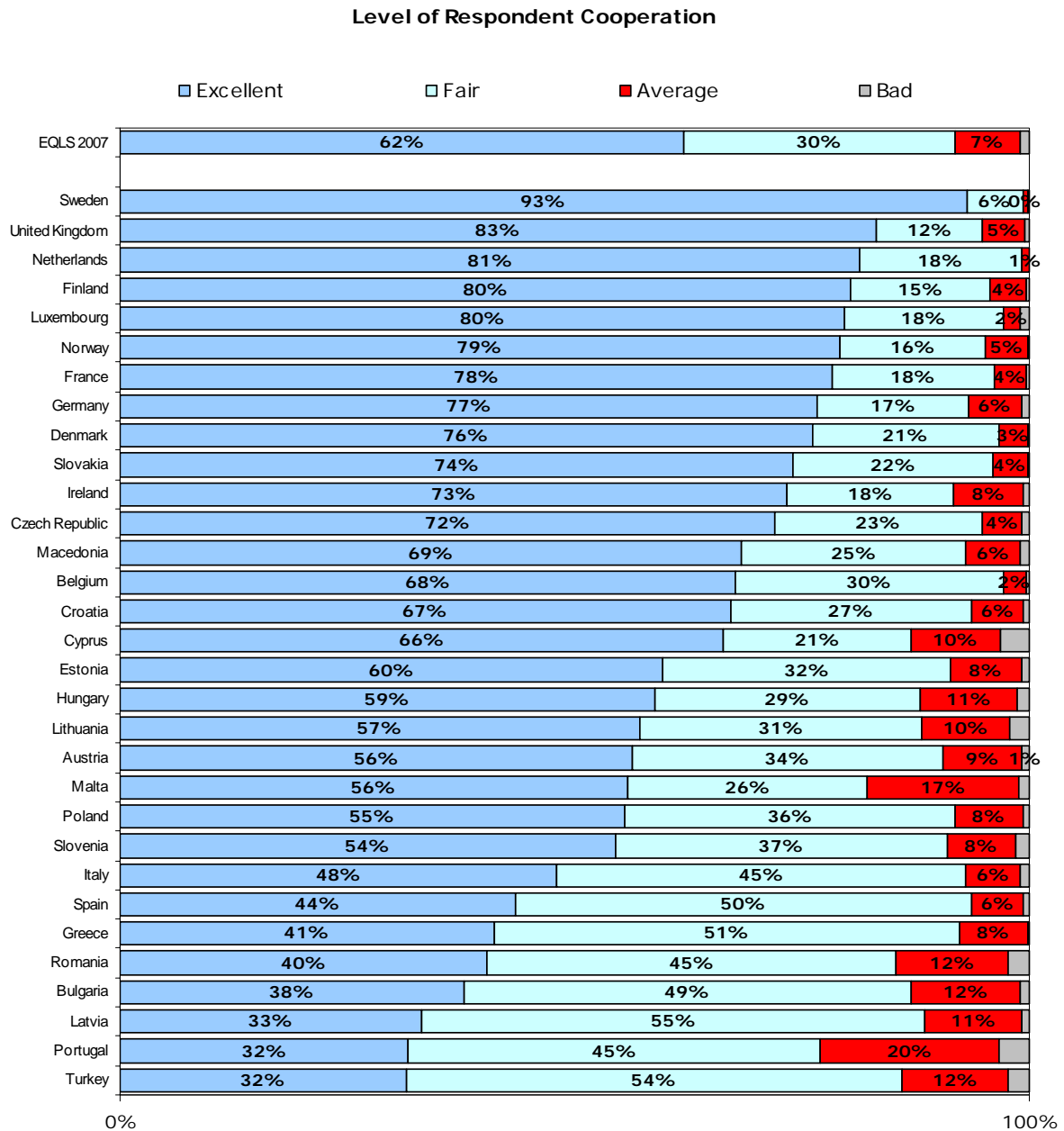


## **Respondent Cooperation**

When interviewers were asked to assess the respondent's level of cooperation in the survey, respondent cooperation was felt to be "excellent" for 62% of interviews, "fair" for 30%, "average" for 7% and "bad" for 1% of interviews.

Chart 3 shows that perceived levels of respondent cooperation were highest in Sweden (93% "excellent" level of respondent cooperation) and lowest in Portugal and Turkey (32% "excellent").

**Chart 3: Respondent co-operation**



The figures for level of respondent cooperation are also provided in a table format in Annex 1 of this document.

## **Disturbances to the interview**

In conjunction with the question asking about the level of respondent cooperation, interviewers were also asked if anybody or anything disturbed their talk with the respondent during the interview. 83% said that there were no disturbances at all to the interview. Disturbances cited included children playing (6%), Radio/TV being on (5%) or the respondent taking a telephone call during the talk (3%).

Table 13 in the Annex details the disturbances to the interview per country. Please note that the figures in this table add up to more than 100%, because interviewers were allowed to mention multiple disturbances that may have affected their interview.



## ANNEX 1

*Table 10: Main Stage Interviewer Briefing Methods*

	Interviewer Briefing Methods
<b>Austria</b>	Written briefing, with access to a telephone helpline if advice was needed
<b>Belgium</b>	Written briefing, with access to a telephone helpline if advice was needed
<b>Bulgaria</b>	Telephone briefing of supervisors, and then supervisors give face to face briefings to interviewers at regional locations
<b>Cyprus</b>	Face to face briefings of supervisors and interviewers at various regional locations
<b>Czech Republic</b>	Written briefing, with access to a telephone helpline if advice was needed
<b>Germany</b>	Written briefing, with access to a telephone helpline if advice was needed
<b>Denmark</b>	Written briefing, with access to a telephone helpline if advice was needed
<b>Estonia</b>	Face to face briefing with interviewers at one central location
<b>Greece</b>	Regional face-to-face briefings between interviewers and their regional supervisors
<b>Spain</b>	Teleconference briefing with supervisors, who then briefed interviewers face to face at regional locations
<b>Finland</b>	Telephone briefing and written instructions sent to interviewers
<b>France</b>	Written briefing, with access to a telephone helpline if advice was needed
<b>Croatia</b>	Most interviewers were briefed face to face, but those living in more remote locations were briefed by telephone
<b>Hungary</b>	Face to face briefing of supervisors, and then supervisors give face to face briefings to interviewers at regional locations
<b>Ireland</b>	Briefing of interviewers by telephone
<b>Italy</b>	Face to face briefing with interviewers at two central locations, and telephone briefing for those in remote locations
<b>Lithuania</b>	Regional face-to-face briefings between interviewers and their regional supervisors
<b>Luxembourg</b>	Face to face briefing with interviewers at one central location
<b>Latvia</b>	Face to face briefing with interviewers at one central location
<b>Malta</b>	Face to face briefing with interviewers at one central location
<b>Netherlands</b>	Written briefing, with access to a telephone helpline if advice was needed
<b>Poland</b>	Face to face briefing of interviewers either in company Head Office or at various regional locations
<b>Portugal</b>	Face to face briefing with interviewers at two central locations
<b>Romania</b>	Briefing of interviewers by telephone or face to face
<b>Sweden</b>	Briefing by telephone and written instructions

<b>Slovenia</b>	Face to face briefing of supervisors, and then supervisors give face to face briefings to interviewers at regional locations
<b>Slovakia</b>	Written briefing, with access to a telephone helpline if advice was needed
<b>Turkey</b>	Mixture of face to face and telephone briefings, depending on the region
<b>United Kingdom</b>	Briefing of interviewers by telephone
<b>Norway</b>	Mixture of face to face and telephone briefings, depending on the region
<b>Macedonia</b>	Face to face briefing of supervisors, and then supervisors give face to face briefings to interviewers at regional locations

**Table 11: Number of persons present**

	<b>Two (interviewer and respondent)</b>	<b>Three</b>	<b>Four</b>	<b>Five or more</b>
<b>EQLS 2007</b>	<b>68,9</b>	<b>23,8</b>	<b>5,1</b>	<b>2,2</b>
<b>Austria</b>	81,4	16,7	1,4	0,5
<b>Belgium</b>	62,6	28,8	5,4	3,2
<b>Bulgaria</b>	72,7	23,0	3,5	0,8
<b>Cyprus</b>	52,7	34,1	7,7	5,5
<b>Czech Republic</b>	79,5	18,5	1,6	0,4
<b>Germany</b>	79,2	17,5	2,8	0,5
<b>Denmark</b>	75,0	21,8	2,4	0,8
<b>Estonia</b>	71,8	24,3	2,9	0,9
<b>Greece</b>	58,1	33,6	6,2	2,1
<b>Spain</b>	75,6	19,9	3,6	0,9
<b>Finland</b>	70,0	22,5	4,8	2,8
<b>France</b>	67,6	25,6	4,9	1,9
<b>Croatia</b>	49,7	35,0	10,8	4,5
<b>Hungary</b>	63,9	29,8	4,2	2,1
<b>Ireland</b>	86,5	10,9	2,4	0,2
<b>Italy</b>	79,7	17,2	2,4	0,8
<b>Lithuania</b>	73,8	22,2	3,2	0,8
<b>Luxembourg</b>	67,3	25,5	5,5	1,7
<b>Latvia</b>	68,8	23,3	5,3	2,7
<b>Malta</b>	56,0	32,0	9,7	2,3
<b>Netherlands</b>	78,2	18,9	1,9	1,0
<b>Poland</b>	65,1	26,9	5,7	2,3
<b>Portugal</b>	80,7	16,9	2,2	0,2
<b>Romania</b>	66,3	27,7	4,6	1,4
<b>Sweden</b>	94,6	4,7	0,7	0,0
<b>Slovenia</b>	65,9	28,4	3,3	2,4
<b>Slovakia</b>	73,6	21,7	4,1	0,6
<b>Turkey</b>	47,1	32,8	13,7	6,6
<b>United Kingdom</b>	74,3	20,3	3,5	1,9
<b>Norway</b>	78,0	18,8	2,0	1,2
<b>Macedonia</b>	21,0	37,8	26,6	14,6

**Table 12: Level of respondent co-operation**


	<b>Excellent</b>	<b>Fair</b>	<b>Average</b>	<b>Bad</b>
<b>EQLS 2007</b>	<b>61,8</b>	<b>29,8</b>	<b>7,2</b>	<b>1,0</b>
<b>Austria</b>	56,3	34,2	8,7	0,8
<b>Belgium</b>	67,7	29,5	2,5	0,3
<b>Bulgaria</b>	37,9	49,1	12,0	1,0
<b>Cyprus</b>	66,3	20,6	10,0	3,1
<b>Czech Republic</b>	72,0	22,8	4,3	0,9
<b>Germany</b>	76,6	16,6	5,9	0,8
<b>Denmark</b>	76,1	20,5	3,3	0,1
<b>Estonia</b>	59,6	31,7	7,8	0,9
<b>Greece</b>	41,1	51,2	7,5	0,2
<b>Spain</b>	43,5	50,0	5,8	0,6
<b>Finland</b>	80,3	15,3	4,1	0,3
<b>France</b>	78,4	17,7	3,5	0,4
<b>Croatia</b>	67,1	26,5	5,8	0,6
<b>Hungary</b>	58,9	29,1	10,7	1,3
<b>Ireland</b>	73,3	18,3	7,7	0,7
<b>Italy</b>	48,0	45,0	6,1	1,0
<b>Lithuania</b>	57,2	31,1	9,7	2,1
<b>Luxembourg</b>	79,7	17,5	1,8	1,0
<b>Latvia</b>	33,2	55,2	10,8	0,8
<b>Malta</b>	55,9	26,2	16,8	1,1
<b>Netherlands</b>	81,3	17,9	0,8	0,0
<b>Poland</b>	55,5	36,3	7,5	0,7
<b>Portugal</b>	31,6	45,4	19,6	3,4
<b>Romania</b>	40,4	45,0	12,3	2,3
<b>Sweden</b>	93,1	6,2	0,5	0,2
<b>Slovenia</b>	54,5	36,5	7,5	1,4
<b>Slovakia</b>	73,9	22,0	3,9	0,2
<b>Turkey</b>	31,6	54,5	11,6	2,4
<b>United Kingdom</b>	83,1	11,6	4,8	0,5
<b>Norway</b>	79,1	16,0	4,8	0,1
<b>Macedonia</b>	68,8	24,7	5,8	0,8

**Table 13: Interview disturbances**

	Children were around (playing)	Radio / TV was on	Pets were around	Telephone calls during the talk	The respondent was busy with other activities during the talk	Other	There were no disturbances
<b>EQLS 2007</b>	<b>6,4</b>	<b>5,4</b>	<b>2,0</b>	<b>3,1</b>	<b>1,4</b>	<b>1,3</b>	<b>83,3</b>
Austria	5,6	5,8	3,5	9,7	1,2	0,6	76,5
Belgium	7,1	7,0	2,0	2,7	0,9	2,1	82,0
Bulgaria	2,8	3,9	2,4	2,6	1,6	0,2	87,2
Cyprus	10,7	12,5	1,5	7,6	3,1	2,3	71,6
Czech Republic	8,6	10,8	6,8	7,1	2,4	0,2	70,8
Germany	5,1	2,4	0,6	1,7	0,9	1,2	89,3
Denmark	6,2	6,1	4,4	6,2	2,3	1,8	78,7
Estonia	10,6	11,1	3,3	2,5	1,4	1,8	74,7
Greece	0,6	5,8	1,0	3,4	1,8	0,8	87,1
Spain	2,9	1,8	0,7	3,4	1,1	1,2	90,1
Finland	7,9	6,4	1,1	1,5	0,9	0,8	83,0
France	9,0	3,9	2,0	2,7	0,6	1,8	83,5
Croatia	7,2	8,2	1,6	2,4	1,4	4,1	79,5
Hungary	6,1	3,7	1,8	2,4	1,2	0,5	86,9
Ireland	9,2	3,7	2,6	3,1	0,9	1,8	82,3
Italy	4,6	4,2	2,1	4,3	1,2	0,5	86,5
Lithuania	9,4	6,8	1,2	1,6	1,1	0,7	81,5
Luxembourg	6,4	4,7	2,3	4,0	1,3	1,7	82,8
Latvia	6,9	8,2	3,3	1,2	1,5	1,1	80,7
Malta	8,1	3,9	2,9	2,5	1,8	0,8	83,5
Netherlands	6,2	3,6	1,8	2,3	0,1	1,5	86,9
Poland	5,4	3,2	0,8	1,7	1,9	0,9	87,5
Portugal	2,6	1,3	1,4	0,8	2,1	0,3	92,8
Romania	5,0	3,0	1,6	2,3	1,8	0,8	86,7
Sweden	2,7	1,0	1,7	2,1	0,1	1,2	92,4
Slovenia	5,7	5,9	1,0	3,1	2,2	1,4	84,1
Slovakia	5,9	5,6	1,7	3,7	1,5	0,7	82,5
Turkey	6,8	1,0	0,6	1,3	1,5	1,7	87,9
United Kingdom	9,2	6,1	2,2	2,3	1,5	2,8	80,0
Norway	8,2	7,5	2,2	3,4	1,4	1,2	80,7
Macedonia	7,5	8,9	0,6	1,3	1,8	0,7	81,8

## ANNEX 2: Fieldwork Materials

### 1. Introductory letter

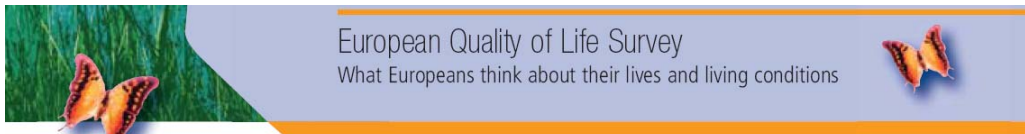
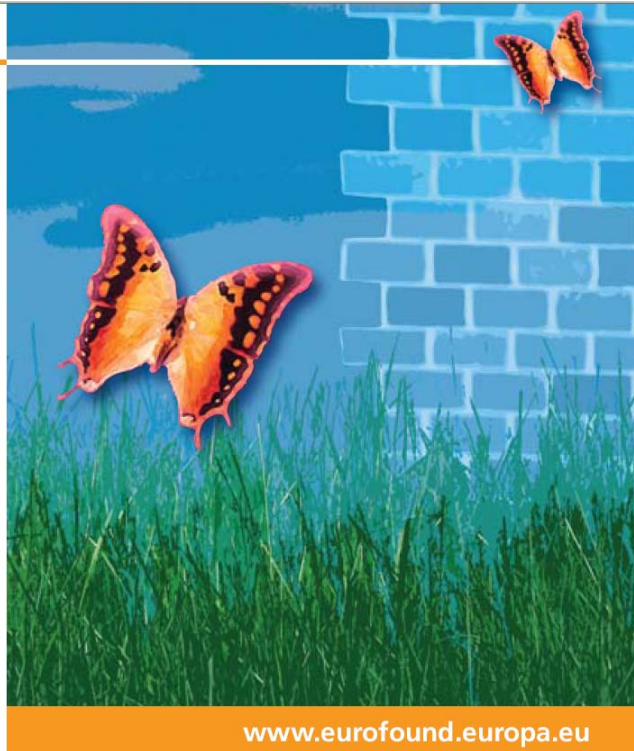
	<p>European Foundation for the Improvement of Living and Working Conditions</p>
<p>Dear Sir / Madam,</p>	
<p><b><i>Re: Survey on Quality of Life in [country]/Europe/30 countries</i></b></p>	
<p>This survey is about living conditions and quality of life in [country]/Europe and covers a range of areas including family life, your community, health, education and employment. The interviewer will ask one randomly selected person in your household questions about these topics. It is important that your household takes part in this study. Your opinions count and help us ensure that we obtain a representative picture of quality of life in [country]/Europe.</p>	
<p>The survey is funded by the European Foundation for the Improvement of Living and Working Conditions, and is being carried out in thirty countries across Europe. Your household has been randomly selected to take part in this survey. In [country], the interviews for the survey are being done by [name of fieldwork agency].</p>	
<p>The answers to the questions will be anonymous. Your name will not be linked to the responses and afterwards it will not be possible to identify individual respondents.</p>	
<p>The interviewer from [name of fieldwork agency] will answer any questions you may have. Alternatively you can contact [local field office?]</p>	
<p>We hope you enjoy the survey. Thank you for your participation.</p>	
<p>Yours sincerely,</p>	
<p>[name of national survey manager]</p>	
<p><small>The European Foundation for the Improvement of Living and Working Conditions is an autonomous body of the European Union, created to assist the formulation of future policy on social and work-related matters. www.eurofound.europa.eu</small></p>	

## 2. Introductory flyer from European Foundation

### European Quality of Life Survey

First survey across 28 European countries

What Europeans think about their employment, income, education, housing, family, health, work-life balance, life satisfaction and the quality of their public services



#### The way we live and work

In 2003, the Foundation carried out the first European Quality of Life Survey (EQLS) in 28 countries – the current EU27 and Turkey. It asked more than 26,000 people for their views and experiences on issues such as education, household and family structures, housing, health care and employment and about the quality of different aspects of their life. The resulting data give a wide-ranging snapshot of quality of life and living conditions in the enlarged Europe: *Quality of life in Europe*. The data have also been used for detailed analyses presented in a series of reports, focusing on particular issues and countries.

The thematic reports cover:

- *Life satisfaction, happiness and sense of belonging*
- *Income inequalities and deprivation*
- *Families, work and social networks*
- *Social dimensions of housing*
- *Urban-rural differences*
- *Participation in civil society*
- *Quality of work and life satisfaction*
- *Time use and work-life options over the life course*
- *Key survey findings from a policy perspective*
- *Quality of life in Bulgaria and Romania*
- *Quality of life in Turkey* (in conjunction with other data sources)
- *Quality of life in Croatia* (mainly based on other data sources)

The European Quality of Life Survey will be carried out every four years: the next results are expected in mid 2008.





## European Quality of Life Survey

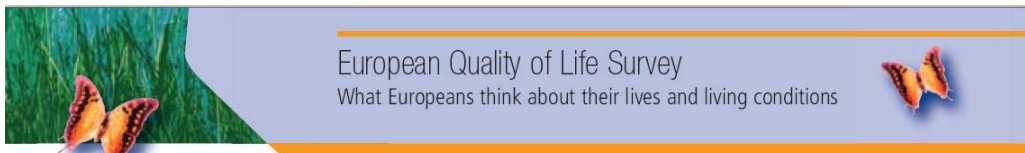
What Europeans think about their lives and living conditions

### EURLIFE

Data from the EQLS are also used in the EurLIFE database. This interactive online database combines data from the best available sources, such as OECD, Eurostat, Eurobarometer survey and European social surveys to provide up-to-date information in relation to 160 objective and subjective indicators across 12 key quality of life domains:

- health
- leisure
- education
- family
- local environment
- public safety
- employment
- income deprivation
- social participation
- housing
- transport
- life satisfaction

EurLIFE allows users to create graphs and tables for their own requirements and so enables charting of trends and developments over time in the quality of life of European citizens.



## European Quality of Life Survey

What Europeans think about their lives and living conditions

The first *European Quality of Life Survey 2003* and the related in-depth reports are available in English and can be downloaded free of charge from the website of the European Foundation for the Improvement of Living and Working Conditions:

<http://www.eurofound.europa.eu/areas/qualityoflife/index.htm>

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The European Foundation for the Improvement of Living and Working Conditions is a tripartite EU body whose role is to provide key actors in social policymaking with findings, knowledge and advice drawn from comparative research. The Foundation was established in 1975 by Council Regulation EEC No. 1365/75 of 26 May 1975.

[www.eurofound.europa.eu](http://www.eurofound.europa.eu)

The Foundation's living conditions area examines developments and changes in the quality of life in EU Member States and at EU level. Key areas of research include responses to demographic changes, particularly the ageing population and the impact of migration; changing family structures; social exclusion and measures to improve the lives of people from disadvantaged groups and areas.

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